

Bertha Burruezo:

I want to hear the client's story. How did we get to this point? Tell me what happened. To become a client of ours, the first thing someone will just call our firm and tell us, "Hey, we're looking for a lawyer. This is the situation." We have an intake team here at Burruezo and Burruezo, and the intake team collects all of the information and gathers the forms or whatever information that they know that I'll need. After they collect everything, they set up a consultation with myself or the other lawyers in our office, and they tell me the story. Usually, it's for an hour. We could do it in person, over the phone, via Zoom. A lot of times, I get more information that I didn't get on the paper. After they tell me a little bit about the situation, then I start to tell them, "Okay, this is how we can help you." But I also tell them, "You may want to think about this. You may want to think about that."

Bertha Burruezo:

I prefer that method because I can hear other possible scenarios that maybe they did not come to me for. Clients leave feeling like, "Wow, I went in for one thing, and now I feel like I got some other things to worry about." But at the end of the conversation, I tell every single client that "Relax to the extent that you can. You got me now. I'm here to help you. We'll walk through this. I'll hold your hand throughout the whole process. We'll take baby steps, and we'll get through this together."

Bertha Burruezo:

If it's a startup, I have almost the same conversation with them. But I say to them, "This is going to be a journey, and we're partners, so whatever needs you have, lean on me." I try to make our clients feel as comfortable because I know when they talk to a lawyer, they're not naturally comfortable. I want them to treat me as they would anyone else, telling me all their secrets, telling me all their fears, all their worries, so that I can assure them that this is a partnership, and we're going to do this together.